



Health Choice



AZ AHP



WORKFORCE ALLIANCE



AzAHP ACC/RBHA Workforce Development Alliance

JULY 2023 PROVIDER FORUM

Our Mission

To evaluate, monitor, and support the development of the Capability, Capacity, Connectivity, Culture, and Commitment of our provider workforce leading to a competent workforce that is capable of producing optimal member outcomes.



McDowell Mountain Preserve



AzAHP Workforce Development Alliance



Yvette Tucker

Arizona Complete Health
Workforce Development
Administrator
ACC & RBHA



Selena McDonald

Banner - University Health Plans
Workforce Development
Administrator
ACC



Mark Faul

Care1st Health Plan Arizona
Workforce Development
Administrator
ACC & RBHA



Jennifer Elkins

Health Choice Arizona
Workforce Development
Administrator
ACC



Sarah Hauck

Mercy Care
Workforce Development
Administrator
ACC, ALTCS, DD, DCS/CHP, RBHA



Britt Spano

Molina Health Care
Workforce Development
Administrator
ACC



Layla Bishop

UnitedHealthcare Community Plan
Workforce Development
Administrator
ACC, ALTCS & DD



Laura Raymond

Arizona Association of Health Plans
Consultant / Workforce
Development Program Manager



Heritage, History & Health Observances - Yvette Tucker

Video Presentation

Relias Update – Joe Chemali

Quarterly Reporting – Mark Faul

CFT - Supervision Tool Requirements – Layla Bishop

Standard Competency Guide: Work Ethic – Tina Martin

P-WFDP Stats – Selena McDonald

Legacy Agency Spotlight – Sarah Hauck

Training Opportunities - Yvette Tucker

Reminders & Resources (RnR) – Jenny Elkins

Heritage, History & Health Observances

- + **Minority Mental Health Awareness Month**
- + [U.S. Department of Health and Human Services - Office of Minority Health \(OMH\)](#) – This webpage includes information and resources from the Office of Minority Health at the U.S. Department of Health and Human Service.
- + [Behavioral Health Equity- Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#) - This webpage includes information on behavioral health equity from the Office of Behavioral Health Equity (OBHE) at SAMHSA.
- + **Disability Pride Month**
- + **4th of July**



Heritage, History & Health Observances

- + National Immunization Awareness Month

<https://www.cdc.gov/vaccines/events/niam/index.html>

- + National Minority Donor Awareness Month

- + International Overdose Awareness Day:

August 31



Fun Celebrations



Watermelon Day Aug 3

Happiness Happens Day Aug 8

Left-Handers Day Aug 13



Why Mindfulness Is a Superpower: An Animation



Relias Updates

Competency Evaluations

- If you are unable to view the Competency Evaluations Tab in the left-hand navigation pane, you would want to ensure that you have at least one of the competency evaluation permissions assigned to your profile.

Supervisor User Management

- The system bug has been resolved as of June 29. Anyone with Relias Supervisor permissions can now go back to creating user profiles as normal.

Sandbox Demo

- What is Sandbox mode in Relias and what can I use it for? How do I access it? Demo time!

Polling Time

- What Relias topic are you most interested in having a training/discussion on? TBD!

Relias Administrative Mastery Program (RAMP)

- RAMP is a training plan program for Relias Administrators that covers site and overview, user management, hierarchy, courses, training plans, and reporting in the Relias Platform.
- Now available in your Relias Platform as of June 5th!
- The courses will take between 30-90 minutes and include knowledge checks throughout to aid with knowledge retention.
- Become certified as a Relias Administrator upon completion!



RELIAS
relias.com

Relias Office Hours

Have questions or new to your role? Relias CSM, Relias Connect, & Relias Support by your side!

Enterprise Client Success Manager

Joe Chemali

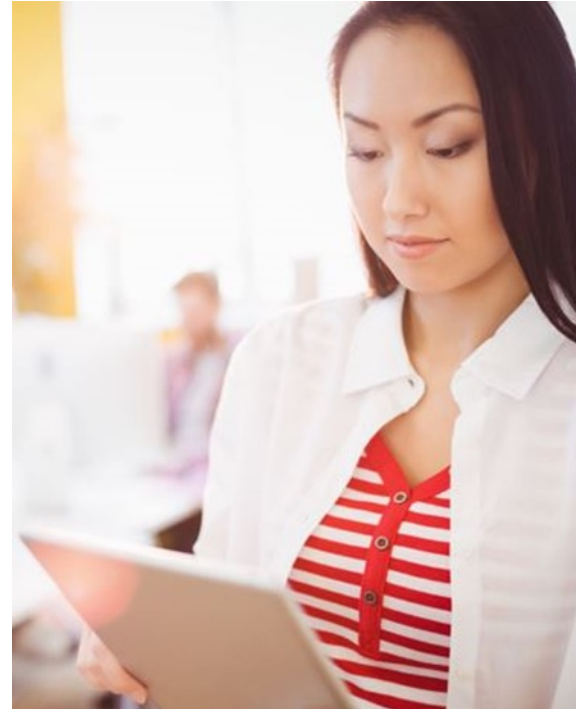
jchemali@relias.com

Relias Technical Support

1-800-381-2321

Hours of Operation: Mon – Fri (8 AM - 8 PM EST)

[Relias Connect](#)



2023 Q2 QUARTERLY REPORT

Learner Status Report

- **Reporting Dates:** 4/01 - 6/30/2023
- **Training Plans:** AzAHP 90Day & Annual
- **Reporting Date:** July 31st at 8:00am
- **Goal:** 90% or higher (*Completion Percentage*)
- **Q3 Results:** Will Be posted at [AzAHP.org](https://www.azahp.org) in August (following the Provider forum)

[Click Here:](#) Reporting Job Aids

Use the Course Status Report (and manually add each module, included in the AZAHP Training plans) **for most accurate numbers...**



CFT Supervision Tool Requirements



This requirement is for Providers serving children and adolescents in our Children's System of Care (CSOC) and have employees who facilitate CFT's

*AHCCCS created a Supervision Tool for CFT Practice. This tool was implemented statewide October 1, 2019. The system wide use of this tool supports supervision and training aimed at achieving a basic, and ultimately a high, level of documented proficiency, helping to identify areas of CFT practice in need of teaching, strengthening or other performance improvement.

AMPM Chapter 200 - Behavioral Health Practice Tools- Section F. TRAINING AND SUPERVISION EXPECTATIONS

- 3. Demonstrate competency via the Arizona Child and Family Teams Supervision Tool (Attachment D) or another process approved by AHCCCS.
- 4. Achieve basic proficiency within six months and maintain or enhance proficiency as attested to by a supervisor, annually thereafter.

AMPM 220 -Child and Family Team

- Attachment C -Child and Family Supervision Tool
- Attachment D -Arizona Child and Family Teams Supervision Tool User's Guide

[CFT Resources AzAHP Website](#)

CFT Supervision Tool Requirements



How is this requirement met?



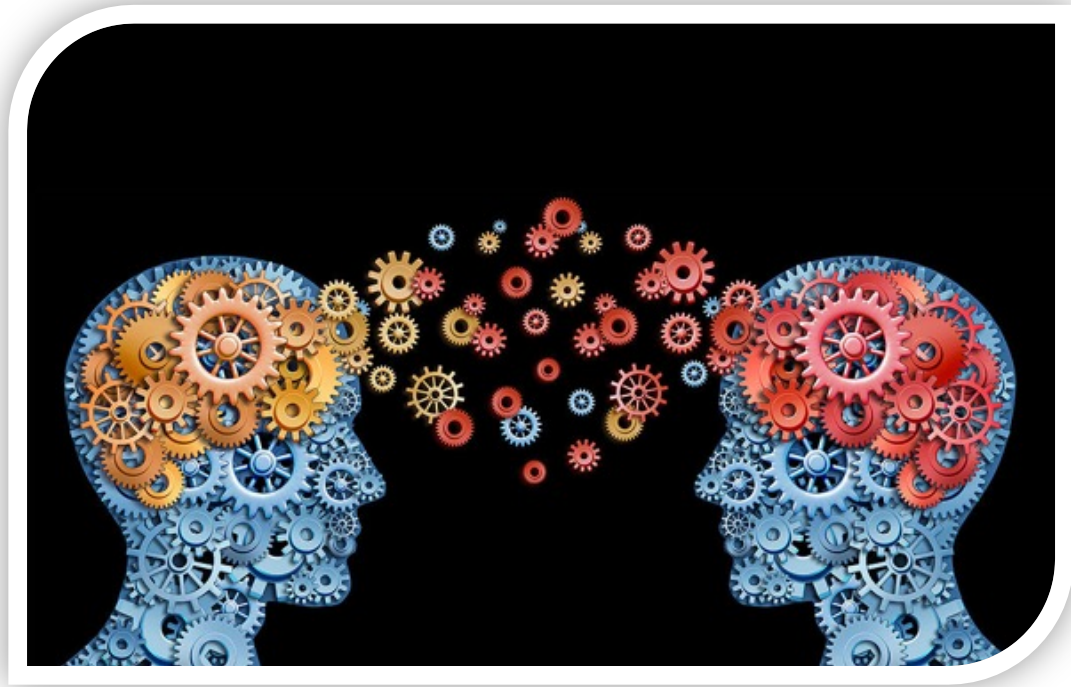
Previously this was met via the ***AzAHP– CFT Supervision Tool: Skills Checklist- Retired** June 2023



Now , this requirement is met by the completion of the 90-day, 6 Month, and Annual **Competency Evaluation Tool** in Relias on each CFT Facilitator



Healthplan Monitoring- Quarterly Reports on the completion of the Competency Evaluation Tool in Relias for each Agency who facilitates CFT's



AZ + AHP
WORKFORCE ALLIANCE

Tina Martin
SWHD

Work Ethic

Standard Competency Guide

Work Ethic



Definition

1. A belief in work as a **moral good**; a set of values centered on the importance of doing work and reflected especially in a desire or determination to work hard.
2. A value based on hard work and diligence.
3. An **attitude of determination and dedication** toward one's job.

Key Competency Skills

- Acceptance
- Accountability
- Ambition
- Appearance
- Appreciation
- Attendance
- Attitude
- Cooperation
- Dedication
- Discipline
- Integrity
- Productivity
- Professionalism
- Reliability
- Responsibility

Resources:

- [How to Recognize a Strong Work Ethic](#)
- [Sample Work Ethic Competency Interview Questions](#)
- [Measuring Work Ethic](#)
- [Personality Tests](#)
- [The Work Ethic Traits Most Valued by Leaders](#)

How to Measure Competency During an Interview

[STAR method](#)

You can assess a job applicant's work ethic by asking open-ended behavioral questions that require a candidate to draw upon their past experiences.

Questions you might ask during an interview:

- Describe a time you when you reached a goal at work. How did you reach it?
- Describe a time when you took initiative at work. Were the results positive? How did people react?
- Describe a time when you were juggling multiple projects at once. How did you prioritize?
- Describe a time you were having a hard time balancing your personal and work life. What did you do to get through it?
- Describe a time you wanted to quit. What did you do to motivate yourself?
- When things are slow and you've finished your tasks, what do you do?
- How do you define work ethic?

Competency Observation opportunities during an interview:

Is the employee able to:

- manage their time wisely?
- be honest?
- maintain a balanced and consistent performance?
- show respect?
- follow the rules?
- work with others?

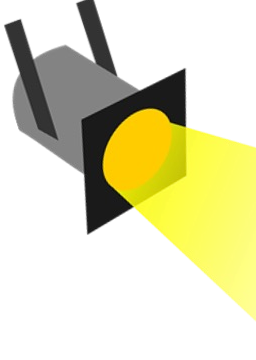
How to Measure Ongoing Competency

An employee's work ethic can be assessed by meeting with them regularly and evaluating their demonstrated work ethics against a checklist of the [most valued work ethic traits](#). The most common method to measure work ethic is using a [psychometric/personality test](#).

P-WFDP Stats

- 53% of P-WFDP fall within **Accomplished** or **Exemplary**
- Out of single categories, the majority of P-WFDP's fall within **Developing** (33%)
- Average Provider size of **218 employees**
- **85.6%** of providers received some sort of **technical assistance** in creating their P-WFDPs
- Areas for focus for **2024**:
 - Succession Planning
 - Workplace Culture Development
 - Competency Based Employment Processes






Legacy Agency Spotlight

An opportunity to recognize agencies for outstanding achievements (related to workforce development) made within the last 6 months.

**P-WFDP
Competency
Categories**

Total Plan Status				
Pre-Contemplation (0-7)	Contemplation/Preparation (8-18)	Developing (19-29)	Accomplished (30-39)	Exemplary (40+) 
<p>Workforce Development policies and initiatives are understood but no action steps have been taken and planning is in the early stages</p> <p>Next Steps: Reaching out to health plan WFD administrators, scheduling TA sessions, internal meetings with leadership to discuss WFD initiatives</p>	<p>Workforce Development policies and initiatives are being discussed but have not been implemented within the provider agency <u>and/or</u> implementation is still in early stages and there is little to no information to report on.</p> <p>Next Steps: Reaching out to health plan WFD administrators, scheduling TA sessions, internal meetings with leadership to discuss WFD initiatives, scheduling implementation of initiatives</p>	<p>Shows basic application and implementation of Workforce Development policies and initiatives, formal processes established in some but not all areas.</p> <p>Next Steps: Continue developing formal policies and processes in all areas, meeting with leadership to further the implementation process, developing timelines for implementation</p>	<p>Well-versed in Workforce Development, formal policies and processes in all areas, established timelines for implementation of initiatives, evaluating areas for growth and improvement. Consistently meets standards.</p> <p>Next Steps: Analyzing data for growth and improvement, reporting progress and setting future action with initiatives</p>	<p>Considered best-in-class in Workforce Development and staff competency. Consistently exceeding standards and ensuring competency and job satisfaction.</p> <p>Next Steps: Identify opportunities to help other providers and the BH community to advance WFD initiatives, membership and/or participation in statewide or national committees to provide mentorship</p>

A graphic of a spotlight shining from the top left corner onto the title.

Legacy Agency Spotlight

Adelante Healthcare
American Behavioral Solutions
Arion Care Solutions LLC
Arizona Autism United (AAU)
Arizona Behavioral Health Center PC
Arizona Youth and Family Services
AZ Center for Change / Diane Genco, LPC
Beacon Group Inc.
Buena Vista Recovery
Caring Connections For Special Needs LLC
Cathexis
Child Help
Christian Family Care Agency Inc
Community Bridges
Community Connections LLC - Level II
Community Family Services
COPE Community Services Inc
Family Involvement Center
Focus Employment Services LLC

H.O.P.E. Group Clinical, LLC
Hope Lives Vive la Esperanza
HOPE, Inc.
Horizon Health and Wellness (HHW)
Human Services Consultants
Jewish Family & Children's Services of Southern AZ
MHC Healthcare (Marana Health Center)
Mind 24-7
Neighborhood Outreach Access to Health (NOAH)
Old Pueblo
Regional Center for Border Health, Inc.
SAGE Counseling
Southwest Behavioral and Health Services, Inc.
Telecare
The Guidance Center Inc
The Haven – AZ
Tree of Life Arizona
U of A Rise Camp Wellness
U of A Rise Workforce Development Program
Unique Integrated Care

A large, stylized yellow trophy with a star on top. The star contains the text '39 Exemplary Provider Agencies'. A grey box with blue text is overlaid on the trophy's base.

39
"Exemplary"
Provider
Agencies

Agencies on this list scored in the "Exemplary" category on their 2023 Provider – Workforce Development Plan. "Exemplary" P-WFDPs are considered best-in-class in Workforce Development and staff competency. Consistently exceeding standards and ensuring competency and job satisfaction.

Training Opportunities



Culture, Care and You- Examining Accountability within Integrated Health Care July 27 2023 1PM-4:30PM

- Specify the relevance and reasons for needing to be culturally competent
 - Identify and explore cultural concepts
- Construct examples of the impact the lack of cultural responsiveness has on healthcare, communities, families and individuals
 - Analyze local cultural data and trends
 - Identify occurrences of health and healthcare disparities
- Classify various levels of accountability in support of culturally responsive care
 - Complete a personal action plan
 - Access cultural resources

[Enroll on Relias](#)

Training Opportunities



WEBINAR

Awareness to Action: DEI in Healthcare

The actionable steps you need for implementing DEI and why you should care

THURSDAY, JULY 27 | 2 PM ET

An organization with a culture of equity and inclusion is rewarded with several advantages, from enhanced productivity to improved patient outcomes to bolstered retention rates. The best part...it's more feasible than you may realize.

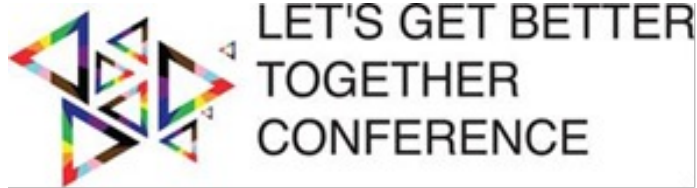
Learning Objectives:

- **Explore** a comprehensive breakdown of the current healthcare workforce.
- **Discover** actionable steps that you can take right away to integrate DEI principles that drive sustainable change seamlessly.
- **Identify** what's necessary to create and foster an environment that empowers employees and promotes long-term retention.

[REGISTER NOW](#)

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Training Opportunities



The LGBTQ Integrated Health Coalition of Southern Arizona and the Queer Resource Collective (formerly the LGBTQ Consortium) invite presentation proposals for the **12th Annual Statewide 2SLGBTQIA+ Integrated Health Conference**

Let's Get Better Together: A Quality Look at Healthcare

October 18 and 19 Harrah's Ak-Chin Casino and Resort, Maricopa, AZ
2023 Theme: Achieving Health Equity and Health Justice

A Call for Proposals is now open!

Submission deadline: Monday, **July 31 2023**

Link to apply: [2023 Let's Get Better Together Call for Proposals](#)

Training Opportunities



The graphic features a purple background with a white outline of a heart shape at the top center. Below the heart, the text "Impact Retention" is written in a white, sans-serif font. Underneath that, in a smaller white font, it says "LIVE AUGUST 17, 2023 1-4 PM ET". At the bottom, there is a line of orange text: "Retain your workforce. Gain actionable insights. Meet Relias experts." Below this, in a smaller white font, it reads: "Impact: Retention is part of a virtual thought leadership event mini-series. This event focuses on retaining our healthcare workforce with impactful and thought-provoking content from Relias healthcare subject matter experts."

Impact Retention
LIVE AUGUST 17, 2023 1-4 PM ET

Retain your workforce. Gain actionable insights. Meet Relias experts.

Impact: Retention is part of a virtual thought leadership event mini-series.
This event focuses on retaining our healthcare workforce with impactful and thought-provoking content from Relias healthcare subject matter experts.

**Relias Event
August 17 2023**

[REGISTER](#)



Join us for information you can use immediately to impact your recruitment and retention strategies.

- Discover key traits that candidates are seeking from prospective employers to build a better recruitment pipeline and increase engagement.
- Explore strategies for better onboarding outcomes, including KPIs and visible metrics, to help establish and nurture a culture of retention.
- Learn best practices for building a multigenerational workforce you can begin implementing with your teams today.

Training Opportunities

Relias Workshop

Leveraging Key Strategies to Prioritize Emotional Health and Well-Being of Your Healthcare Workforce

In this workshop, we will explore the current state of the healthcare workforce, discuss support structures and provide meaningful strategies for healthcare leaders to consider.

[Enroll on Relias](#)



Select a session to attend.



Date & Time (MST)

Thursday, August 24, 2023
11:00 AM - 12:30 PM

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Training Opportunities



Therapeutic Options Instructor Certification Training:

- **Date:** September 11-15
- **Location:** 4451 E. Oak St., Phoenix AZ 85008
- **Registration Links:**
 - **Certification:** <https://www.tickettailor.com/events/therapeuticoptions/923830>
 - **Recertification:** <https://www.tickettailor.com/events/therapeuticoptions/923829>

If you have questions about this opportunity, please reach out to:

Barbara Drake, BA
Lead Trainer
p: 602-599-5536
e: barbara.drake@lifewell.us



Instructor Candidate Selection

Agencies are strongly encouraged to give careful consideration to the individuals they send for instructor certification. Teaching this course is demanding, requiring the instructor to lead a group for two full days through a comprehensive crisis intervention and emergency behavior support curriculum.

Instructors do not need professional licensure or credentials, nor a particular level of formal education. What is necessary is the ability to teach well.

Instructors also should be physically coordinated enough to clearly demonstrate and teach the physical interventions.

R & R

Reminders and Resources

Relias Training of the Month

- **AzAHP – Cultural Competency in Health Care:
Due July 31, 2023*





Open Discussion:
Questions, Suggestions,
Ideas & Feedback

Closing/Next Meeting

Next meeting: August 10, 2023



SAME BAT-TIME
SAME BAT-CHANNEL



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Thank You!